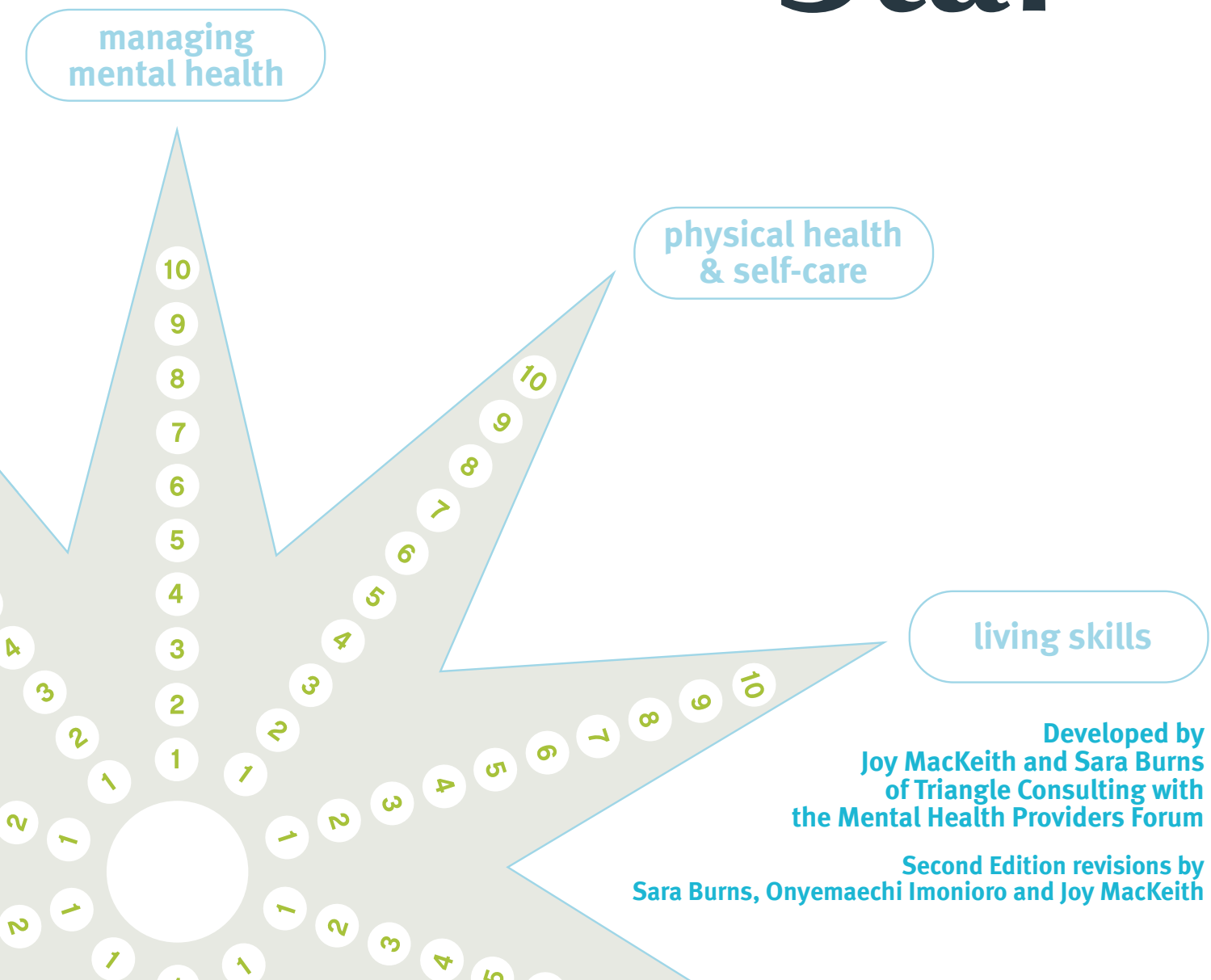
MENTAL HEALTH PROVIDERS FORUM

Voluntary Agencies Working Together to Improve Mental Health

User Guide

Mental Health Recovery Star



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The Outcomes Star™
The Recovery Star is part of the family of Outcomes Star tools. Each tool includes a star chart, scales and guidance on implementation and some have visual and other resources. For other versions, good practice and further information see www.outcomesstar.org.uk.

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Secondly, SITRA and Making Space for funding which made possible this work to transform the Outcomes Star into the mental health-focused Recovery Star.

Thirdly the support of the Delivering Race Equality in Mental Health programme (work now under the remit of the National Mental Health Development Unit) for their support for the development of the second edition to strengthen it's cultural competency.

We would also like to thank the managers, front-line workers and service users from – Making Space, Second Step, St James' House, Tulip, and Turning Point – whose committed and enthusiastic participation in the developing and piloting of the tool was invaluable to the process and publication of the first edition. We are equally grateful for the participation of Amaani Tallawah, AWAAZ, Dosti Asian Women's Support Service, Southside Partnership, Touchstone and Young Diverse Minds for their involvement in advancing our knowledge base regarding the Recovery Star's cultural relevance.

And last, but by no by means least, thank you to Kate E Flores for bringing the Recovery Star to life with her wonderful illustrations.

Foreword from the Mental Health Providers Forum

What could be as important as supporting the journey to recovery?

Nothing? This may be the initial answer but for service users and service providers we need the means to ensure that support is effective, evidenced and the basis for learning and reflection.

Evidence helps service providers to improve and become optimistic about what they can achieve, motivates staff and provides proof to commissioners and Government that our services work.

The Mental Health Recovery Star makes it possible to capture this evidence while enabling users and workers to discuss the important issues and to assess where they are now and where they are going. This exciting development exemplifies our values as we work for a society in which all people with mental health concerns have the right to get the support they need from a wide diversity of providers.

The Recovery Star:

- Values service user perspectives and enables empowerment and choice
- Supports recovery and social inclusion
- Is holistic, covering all the major dimensions linked to recovery

The Mental Health Providers Forum (MHPF) brings together the leading voluntary sector providers who are focused on promoting recovery and working collaboratively to improve the lives of people with mental health problems. Working together, MHPF members demonstrate their commitment to collaboration, sharing and partnership, service excellence, innovation, evidence-based practice and continuous improvement.

This underpins the values of MHPF. By working together to develop, implement and promote widespread use of the Mental Health Recovery Star, we are creating the common language and the opportunity to learn together to improve practice.

The first edition of this guide, published in May 2008, has been received enthusiastically in a wide variety of services and by service users. We are delighted that it has been recommended in the Government's mental health strategy New Horizons, published in December 2009. This second edition has been improved to bring in stronger concepts around spirituality, community support and communications in order to improve its cultural competency. We have also changed some of the language to make it even more client-focused and improved the description of the ladder of change.

Illustrations to support understanding of the five journey stages and ten dimensions have been commissioned and produced as posters and postcards to complement the service user guide. These facilitate use of the model where there may be language barriers. At the same time, the illustrations provide an additional means for clients to access and engage with the Recovery Star tool in general.

Our IT system enables the electronic presentation of the individual Recovery Star assessments, analysis across services and organisations and benchmarking with other service providers.

We intend to continue developing our recovery-focused services and training in support of the Recovery Star. For more information about how we are progressing, go to our website www.mphf.org.uk.

Judy Weleminsky, Chief Executive (April 2010)

Foreword from Triangle Consulting

We have been delighted and overwhelmed by the level of interest in the Outcomes Star family of tools – including the Recovery Star whose recognition and popularity has grown exponentially since it was first published two years ago. We believe the strengthening of the cultural competency of the tool will increase its breadth of reach, and are pleased to have been able to contribute learning from the development of other versions of the Star to improve the language of the scale point descriptions and the journey of change.

Triangle will continue to support the development and application of the Recovery Star and to develop new versions of the Outcomes Star for other client groups in order to meet the need for outcome-focused tools which support service users' understanding, motivation and ability to make positive changes in their lives.

For more information on these tools, both on paper and online, please visit www.outcomesstar.org.uk.

Joy MacKeith and Sara Burns, Triangle Consulting (April 2010)

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Introducing the Recovery Star

Helping you in your recovery

We are here to help you in your recovery from mental illness. Recovery usually means changing things in a number of areas of your life so that things work better for you. Making changes isn't easy but understanding how change works can help.

Many people who are recovering from mental illness have found it useful to think about recovery as a journey with different stages. They find it helps to think about which stage they are in and to get a picture of where they are on their journey. We use the Recovery Star to help in this.

How we change things that aren't working for us – the Ladder of Change

Everyone is different and it's important to understand each person's individual circumstances but the pattern of recovery is often similar. Consider the Ladder of Change.

At one end of the ladder is the feeling of being **stuck** – of not feeling able to face the problem or accept help.

From stuck we move to **accepting help**. At this stage we want to get away from the problem and we hope that someone else can sort it out for us.

Then we start **believing** – that we can make a difference ourselves in our life. We look ahead towards what we want as well as away from the things we don't want. We start to do things ourselves to achieve our goal as well as accepting help from others.

The next step is **learning** how to make our recovery a reality. It's a trial and error process. Some things we do work, and some things don't, so we need support through this process.

As we learn, we gradually become more **self-reliant** until we get to the point when we can manage without help from a project.

You can find more information about what the different stages are like in the detailed Ladder of Change on pages four and five.

Recovery isn't necessarily a case of moving from the first point, to the last. Different people will be at different points and may move forwards or backwards as their circumstances change. Wherever you are on this journey, placing yourself on the ladder can help you see where you have come from, what your next step is and how we can best help you.

Seeing the big picture – the Star

The Recovery Star looks at ten areas of your life:

- **Managing mental health**
- **Physical health and self-care**
- **Living skills**
- **Social networks**
- **Work**
- **Relationships**
- **Addictive behaviour**
- **Responsibilities**
- **Identity and self-esteem**
- **Trust and hope**

For each of these areas there is a ladder to help you work out where you are on your journey for that area of your life. Although all the ladders are different, they follow the same pattern with the same five stages. Have

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a brief look at all the ladders now. You will see that for each area there is the ladder and also a more detailed description of what each step is like.

Together we will look at each of the ten areas one by one and agree where you feel you are at the moment and what your next step might be.

Now have a look at the Star Chart on page seven. Each position on the ladder has a number, so when we have agreed where you are on each ladder, we can mark the numbers on the Star Chart. We can then connect the points to create your own personal star – a picture of where you are at the moment in your journey.

The Star helps us to see the big picture – the areas of your life that are working well and the areas that are causing difficulties. This picture helps us agree what we need to work on now. From there we can start thinking about the actions you want to take and the support that would help you.

Your own personal journey

We will come back to the Star at regular intervals during your time with us. We will look at the ladders again, agree where you are again and plot a new Star Chart.

Over time this will help you to build a picture of your own personal journey. You can see where you have come from and how things have changed for you. This can help you to see things in a new way – to put the ups and downs of each week into a bigger picture.

Looking over your Star Charts and those of other service users also helps us to build up a picture of how we are doing as a project, where our service users make most changes and where we may need to provide more help or do things differently.

You may want to have your own copy of this book so that you can review your own progress when you want to.

What you need to do

To use the Recovery Star you need to:

1. Look at the Ladder of Change and get a feeling for how it works. Perhaps think about an area of your life where you have made changes and see how that fits with the ladder.
2. Then talk over each of the ten areas with your keyworker and agree where you are on the ladder for each of the areas. You can decide which ladder to do first. You and your keyworker can record any important points on the Star Notes Sheet in the Star and Plan if you want to.
3. Plot your scores on the Star to get the big picture. Take a look at what your own personal Star looks like and what it says about how things are for you now.
4. Agree which areas you want to work on, what you are aiming to do between now and the next time you complete the Star and what needs to happen next. Record these in the Star Action Plan in the Star and Plan or in the Support Plan that your project uses.

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The Ladder of Change

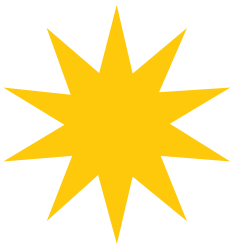
Think of an area of your life where you have made changes.

What was it like before you had decided to change?

Do you remember thinking about change and then deciding you would really do it?

What was the first thing that you did?

See if your experience fits with the Ladder of Change.



Self-Reliance 10

I can manage without help from the project

9

Learning 8

I'm learning how to do this

7

Believing

I can make a difference. It's up to me as well

5 6

Accepting Help 4

I want someone else to sort things out

3

Stuck

Leave me alone

1 2

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Detailed Ladder of Change

Self-Reliance

10	At the end of the journey you have no particular issues which are likely to knock you off course and threaten your ability to live independently. You behave in ways that work well for you and those around you. You don't need any outside help to maintain this way of doing things. You know when you need support and how to get it.
9	Your new ways of doing things are now quite well-established and feel more natural and automatic. Most of the time you can keep the changes going on your own without support, but at times of crisis you are vulnerable to slipping back and so it can be helpful to have someone who checks that all is well and helps you to recognise the danger signs and take action when necessary.

Learning

8	With support you overcome the setbacks and learn more about what helps to keep you on course in difficult times. You get a better and better idea of what works for you in moving towards your goals and this helps strengthen your motivation, your belief in yourself and your ability to achieve your goals. For this reason, you start to become more consistent in doing things that are helpful in your journey and get you closer to where you want to be. Even when things are going well, new challenges may come that really test you. The important thing now is to keep going in the same direction and call on the help that is there for you when you need it. Don't be tempted to set off on your own too soon. At this stage you still need support to keep things up, and it helps to have someone to talk to about how you are managing things and to help you recognise how far you have come.
7	As you continue to try new things and work towards your goals, you will find that some things go well and others do not. It is a process of trial and error and you will be learning a lot about what works for you. When you have a setback, it can get you down and you might be temped to give up and go back to the old ways of doing things, so it is really important to have someone to talk to who can help you celebrate the successes and see the setbacks as opportunities to learn and become more skilful in achieving your goals.

Believing

6	You start to build on this belief by doing things differently in the world. You start to put your plans into action and do new things. This isn't easy. It takes courage to try doing things differently and move away from the old familiar patterns, so you will need lots of support to ride the inevitable highs and lows. The next step here is simply to keep the belief and keep going, even when if feels difficult. The rewards will make it worthwhile.
5	Now, for the first time, you start really to believe that your life could be different. You start to have a sense of what you want as well as what you don't want. You can see that real lasting changes won't happen unless you help to make them happen. This is a really important turning point – a change in the way you view yourself and your life which makes new things possible. The next step is to act on this change.

Accepting Help

4	You accept help more and more, talking things through with workers and going along with the actions that are agreed, and you probably start to feel better as your circumstances improve. At this stage, you are relying very much on workers to make change happen and drive things forward. Without workers driving the process forward, you can slip back quickly and you may feel critical of workers if things don't work out. The next step is to move into the driving seat more yourself so that you can take your life in the direction you want to go.
3	At this stage you have a really strong feeling that you want things to be different. Change may seem impossible or frightening and you may not know what you want, but you know you don't want to carry on living as you have been. You start accepting offers of help – especially to sort out pressing problems, though sometimes it may feel like too much and you may feel the need to draw back again.

Stuck

2	You may find that every now and then you start to think "it doesn't have to be like this" or you have an impulse to reach out for help. This is a really positive sign – it is an opening for things to start to move and change. Those moments are times of clarity and awareness. The next step is to trust those thoughts and act on the impulse to reach out. Then things can start to change.
1	At the beginning of the journey you just don't want to talk about things. You might feel cut off and not aware of problems or you might be thinking about them all the time but feel scared to talk or that there isn't anyone you can trust. Because of this, things are stuck.

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The ten areas of the Recovery Star

1. Managing mental health

This is about how you manage your mental health issues. This is not necessarily about not having any more symptoms or medication, though this may happen. It is about learning how to manage yourself and your symptoms and building a satisfying and meaningful life which is not defined or limited by them.

2. Physical health and self-care

This is about how well you look after yourself – taking care of your physical health, keeping clean, how you present yourself, being able to deal with stress and knowing how to keep yourself feeling well.

3. Living skills

This is about the practical side of being able to live independently – shop and cook for yourself, deal with neighbours and people who visit, keep your place clean and tidy and look after your money.

4. Social networks

This is about your social networks and being part of your community. It includes taking part in activities within this project and, as your recovery progresses, getting involved in things outside the project. This can include volunteering or classes, being part of your neighbourhood, a club or society, school or faith organisation, or groups of friends.

5. Work

This is about you and work – whether you want to work, knowing what it is you would like to do, having the skills and qualifications to get the work you want and finding and keeping a job. For some people, paid work may not be appropriate but volunteering or other work-like activity may be a goal, in which case, point seven would effectively be the top of the scale.

6. Relationships

This is about the important relationships in your life. We suggest you choose one relationship where you would like things to be different and find where you are on the ladder for that. This could be a member of your family, a close friend or an intimate relationship – one that you have, or finding a partner if you don't have one and would like one. It could be someone who is important to you but who you are not in touch with at the moment. Whoever you choose, it is about having the amount of closeness that you want, which is something that you decide.

7. Addictive behaviour

This is about any addictive behaviour you may have, such as drug or alcohol use, or other addictions, like gambling, food or shopping. It is about how aware you are of any problems you have in this area and whether you are working to reduce the harm they may cause you or others. **If you do not have a problem with drugs, alcohol, gambling or other addictive behaviour, you do not need to discuss this area.**

8. Responsibilities

This is about meeting your responsibilities in relation to the place where you live at the moment – whether it's a hospital, supported housing or your own place. Responsibilities include things like paying the rent, getting on with neighbours or fellow residents and, if you are living in your own place, taking responsibility for visitors. It also covers breaking the law or being in trouble with the police or courts. **If you do not have difficulties with responsibilities, you do not need to discuss this area**

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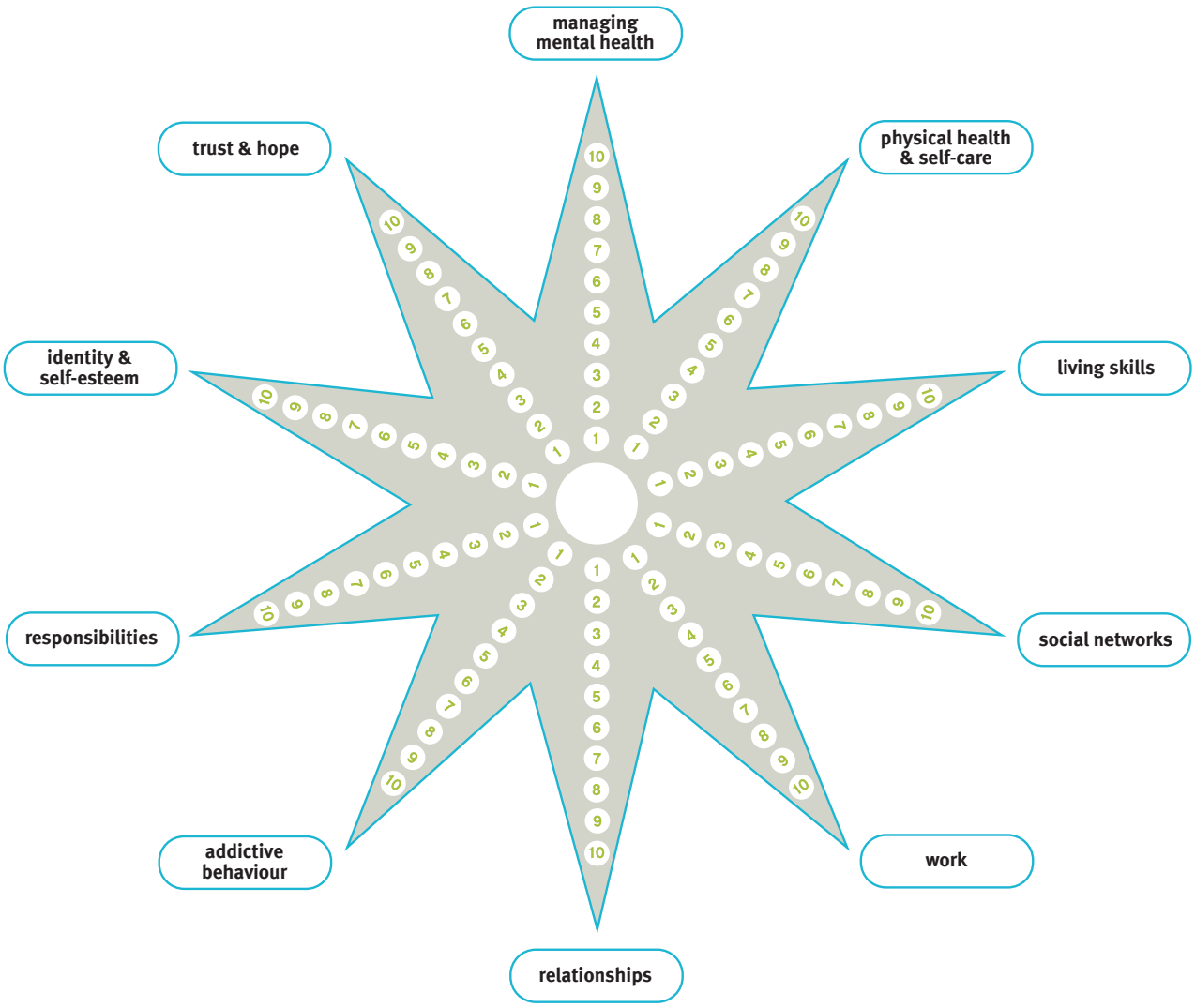
9. Identity and self-esteem

This is about how you feel about yourself and how you define who you are. It is about getting to the point where you have a sense of your own identity – your likes and dislikes, what you're good at and your weaknesses, and accepting and liking who you are. When looking at this scale it might help to ask yourself, what am I good at? What do I value in myself? And how would I introduce myself to someone new?

10. Trust and hope

This is about your sense that there are people you can trust and there is hope for your future. It is about trusting in others, trusting in yourself and ultimately having faith in life and trusting that things will work out somehow.

It might help to ask yourself who you trust when things get very tough? And do you have faith that, whatever happens, you or someone out there will find a way through?



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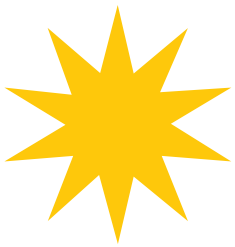
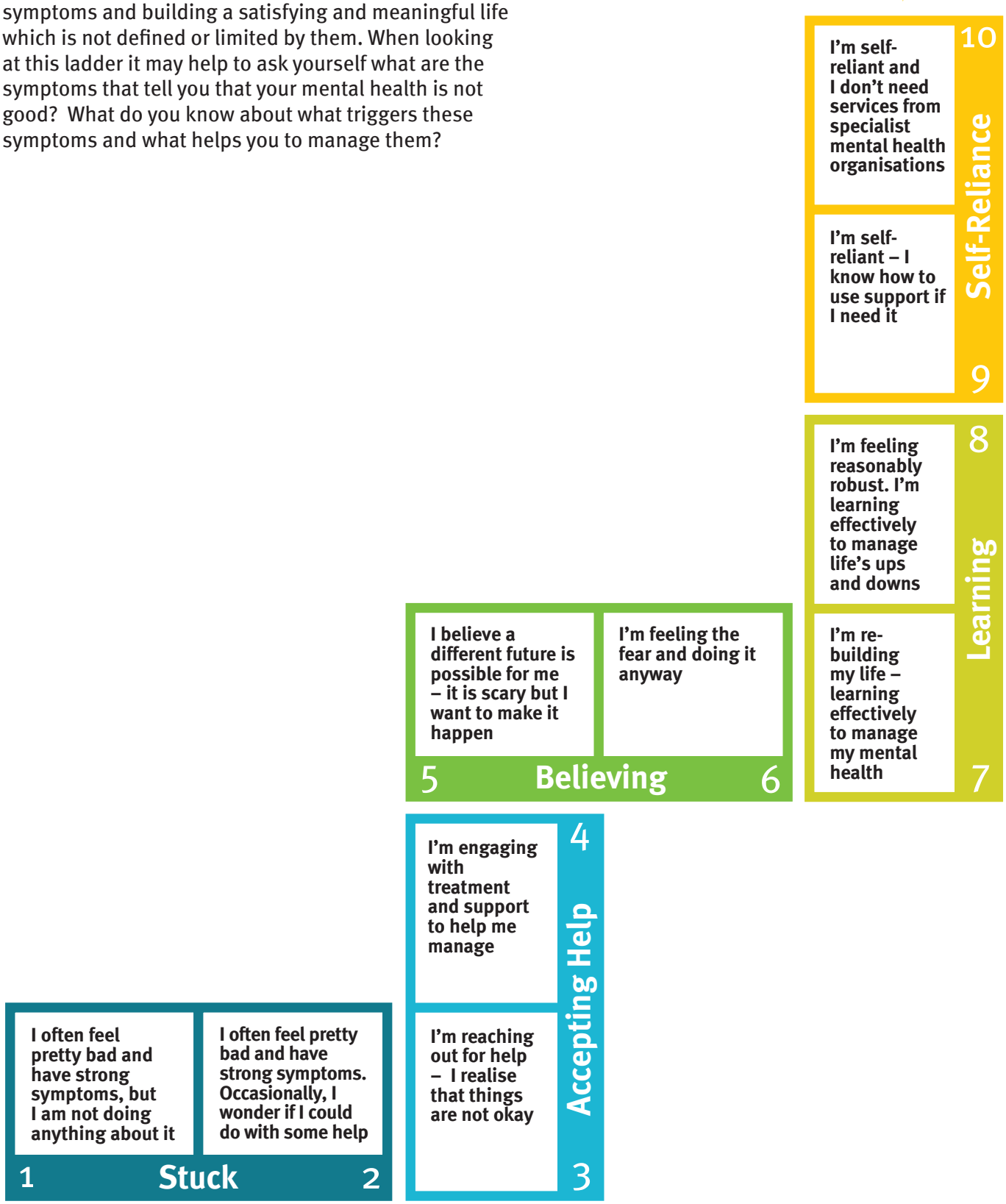
1. Managing mental health ladder

This ladder is about how you manage your mental health issues. This is not necessarily about not having any more symptoms or medication, though this may happen. It is about learning how to manage yourself and your symptoms and building a satisfying and meaningful life which is not defined or limited by them. When looking at this ladder it may help to ask yourself what are the symptoms that tell you that your mental health is not good? What do you know about what triggers these symptoms and what helps you to manage them?




10
I'm self-reliant and I don't need services from specialist mental health organisations
I'm self-reliant – I know how to use support if I need it
Self-Reliance
9
8
I'm feeling reasonably robust. I'm learning effectively to manage life's ups and downs
I'm re-building my life – learning effectively to manage my mental health
Learning
7
I believe a different future is possible for me – it is scary but I want to make it happen
I'm feeling the fear and doing it anyway
5
Believing
6
I'm engaging with treatment and support to help me manage
I'm reaching out for help – I realise that things are not okay
4
Accepting Help
3
I often feel pretty bad and have strong symptoms, but I am not doing anything about it
I often feel pretty bad and have strong symptoms. Occasionally, I wonder if I could do with some help
1
Stuck
2

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Managing mental health detail

10 **I'm self-reliant and I don't need services from specialist mental health organisations**
- As 9, but you no longer need services provided by specialist mental health organisations; you have networks in the community for on-going support and in case of mental health need
- You may still have check-ups with a GP or a psychiatrist if you are on medication or have on-going symptoms

9 **I'm self-reliant – I know how to use support if I need it**
- You have good awareness and tools for coping with what life throws at you, including setbacks in mental health
- You usually recognise the early warning signs of deteriorating mental health and take appropriate action
- You still need low-level mental health service support for more difficult issues

8 **I'm feeling reasonably robust. I'm learning effectively to manage life's ups and downs**
- Similar to 7, but with increasing resilience and coping skills. You are more able to deal with small difficulties without being knocked right back

7 **I'm re-building my life – learning effectively to manage my mental health**
- You have an awareness of your mental health issue and how to manage it to stay well
- You are learning about your triggers and symptoms and how to manage them, though you are still quite vulnerable and need lots of support with this
- You are achieving some of your goals and thus have an increasing sense of belief in your ability to recover which feeds motivation and confidence and helps you with taking further positive risks
- You are able effectively to advocate for yourself within the service

6 **I'm feeling the fear and doing it anyway**
- You are taking significant action – doing things differently, trying new things – including learning about what can be helpful in recovering from your particular mental illness
- You are taking risks which can be scary and you probably need lots of support
- You may become more assertive in your relationship with support services as you become aware of your rights

5 **I believe a different future is possible for me – it is scary but I want to make it happen**
- You have a real belief that things could be different for you and you have some hope for the future – at least some of the time
- You are actively buying-in to your own recovery and the idea that you have an important role to play in it. You may be actively learning more about your mental illness and the rights of a mental health service user
- You may feel excited, fearful or vulnerable or all three. Your new-found hope and confidence is probably easily shaken

4 **I'm engaging with treatment and support to help me manage**
- You are engaged in services and you are setting and achieving small goals
- You rely on workers to take the initiative and at this stage you don't know what fosters inner well-being or feel that you have the power to take the lead in your recovery
- You may now think of yourself as a mental health service user. This can be valuable as a staging post, but you and your worker(s) need to make sure that you don't get stuck here as it could result in you becoming institutionalised or disempowered

3 **I'm reaching out for help – I realise that things are not okay**
- You are acknowledging that there is a problem and you need help, which may take some courage
- You have some sense that things could be different and you want to feel less bad or, if manic, to address manic behaviour

2 **I often feel pretty bad and have strong symptoms. Occasionally, I wonder if I could do with some help**
- You are feeling the full force of your symptoms but you have moments of perspective when you realise that it hasn't always been like this and perhaps you need help. These moments pass quickly so you never really act on them

1 **I often feel pretty bad and have strong symptoms, but I am not doing anything about it**
- You are feeling the full force of your symptoms but you don't have any perspective on them and don't realise or can't face that you need help
- You see no possibility of change, you have no hope or sense of control and you don't see the point in any help or support services that are being offered
- You may spend most of the day in bed and/or self-harm or you may be in a manic phase

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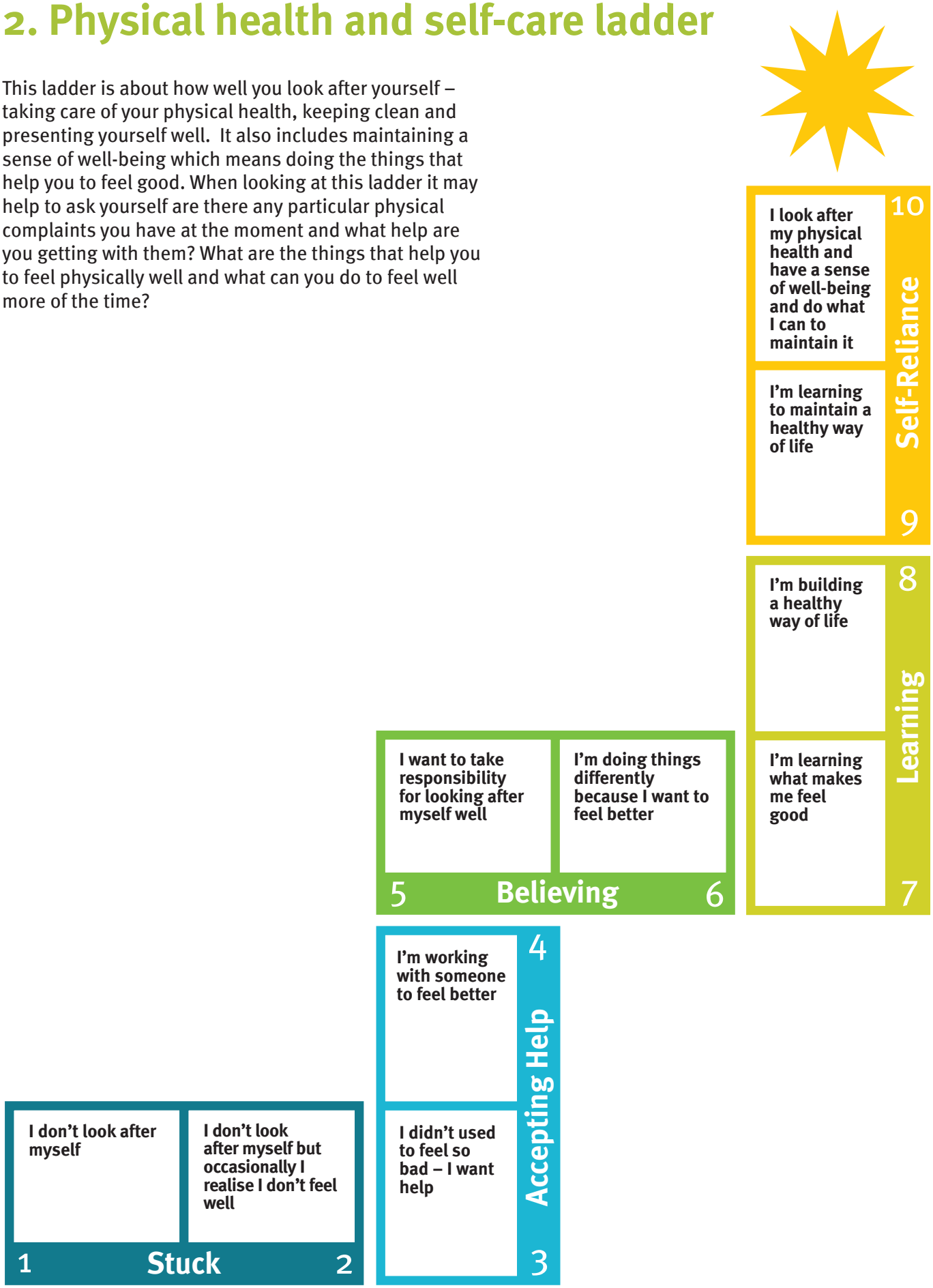
2. Physical health and self-care ladder

This ladder is about how well you look after yourself – taking care of your physical health, keeping clean and presenting yourself well. It also includes maintaining a sense of well-being which means doing the things that help you to feel good. When looking at this ladder it may help to ask yourself are there any particular physical complaints you have at the moment and what help are you getting with them? What are the things that help you to feel physically well and what can you do to feel well more of the time?


I look after my physical health and have a sense of well-being and do what I can to maintain it
10
I'm learning to maintain a healthy way of life
9
Self-Reliance
I'm building a healthy way of life
8
I'm learning what makes me feel good
7
Learning
I want to take responsibility for looking after myself well
I'm doing things differently because I want to feel better
5
Believing
6
I'm working with someone to feel better
4
I didn't used to feel so bad – I want help
3
Accepting Help
I don't look after myself
I don't look after myself but occasionally I realise I don't feel well
1
Stuck
2

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Physical health and self-care detail

10 I look after my physical health and have a sense of well-being and do what I can to maintain it
- You have healthy living habits. You know what creates your sense of physical well-being and put it into practice regularly. You understand the impact of stress and how to manage it
- You take good care of your physical health and if you suffer from physical ill-health you go to the doctor as needed and do what you can to stay as well as possible

9 I'm learning to maintain a healthy way of life
- You are learning how to deal with stress without getting knocked off course
- You still need occasional support when life is difficult

8 I'm building a healthy way of life
- You are forming new, healthier life-style habits and looking after your physical health
- You are building awareness of stress, its impact and how to handle it
- Stressful circumstances can cause relapse to old ways so you still need support to maintain healthy habits

7 I'm learning what makes me feel good
- You are getting a sense of which things work in terms of your self-care – sleeping and eating patterns, activities and exercise and presentation
- You are starting to feel better because your self-care is better

6 I'm doing things differently because I want to feel better
- You are making lifestyle changes (such as to diet and sleep habits), and doing things to care for your physical health
- You are trying new things, such as meditation, walks in the countryside, art classes, tennis and relaxation exercises. Perhaps you are returning to activities from before your mental health issue
- You may be trying out new clothes, image and presentation. Personal hygiene is unlikely to be an issue
- You need lots of support because doing new things is difficult

5 I want to take responsibility for looking after myself well
- You are resolving to make changes for the better and have a sense that you can do it
- You are open to exploring what gives you a feeling of well-being and what disrupts your well-being and how and why your sleeping, eating and exercise patterns become disrupted
- You are addressing personal hygiene and presentation (if they were issues of concern)

4 I'm working with someone to feel better
- You are taking action on key areas of need (e.g. diet, sleep, exercise, personal hygiene, presentation), but the initiative comes from workers or professionals
- You are very dependent on others to create and maintain healthy living patterns
- You have no inner sense of what creates your own feeling of physical well-being

3 I didn't used to feel so bad – I want help
- You will discuss your well-being and/or self-care and accept help with physical health problems
- You recognise you may need to change your sleep patterns or eating habits or routines for washing and dressing but you are not able to sort it out without help

2 I don't look after myself but occasionally I realise I don't feel well
- As in 1 below, but you are occasionally aware that you don't like how things are
- These moments of awareness are brief and you still don't want help with self-care

1 I don't look after myself
- You are not looking after yourself at all and you are out of touch with your physical well-being
- If you are unsupported, your sleep and eating patterns may be irregular, your diet poor, you may have no healthy exercise pattern and you may not be keeping clean or dressing appropriately
- You may neglect yourself to the point of self-harm
- You won't discuss health issues and you refuse help
- You won't seek treatment for physical health problems

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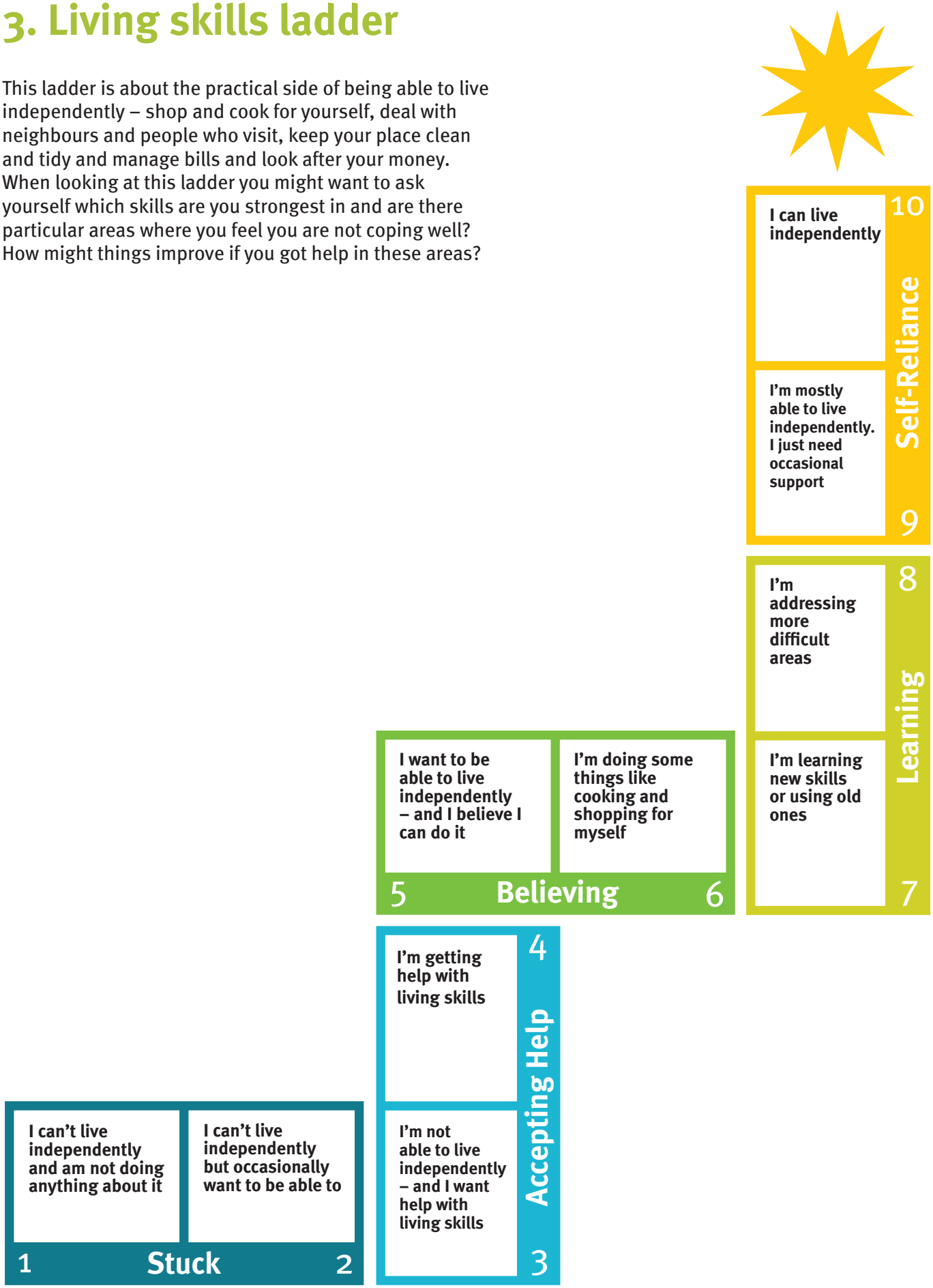
3. Living skills ladder

This ladder is about the practical side of being able to live independently – shop and cook for yourself, deal with neighbours and people who visit, keep your place clean and tidy and manage bills and look after your money. When looking at this ladder you might want to ask yourself which skills are you strongest in and are there particular areas where you feel you are not coping well? How might things improve if you got help in these areas?


I can live independently
10
I'm mostly able to live independently. I just need occasional support
9
Self-Reliance
I'm addressing more difficult areas
8
I'm learning new skills or using old ones
7
Learning
I want to be able to live independently – and I believe I can do it
I'm doing some things like cooking and shopping for myself
5
Believing
6
I'm getting help with living skills
4
I'm not able to live independently – and I want help with living skills
3
Accepting Help
I can't live independently and am not doing anything about it
I can't live independently but occasionally want to be able to
1
Stuck
2

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Living skills detail

10 I can live independently
- You are able to shop and prepare your meals
- You are able to keep your accommodation clean
- You are able to deal with your neighbours and keep safe within your accommodation
- You are able to abide by the terms of your tenancy
- You are able to budget and deal with bills etc. If debt was a problem then it is either paid off or you are following a realistic payment schedule without support
- You understand your rights and are able to advocate for yourself
- You have sufficient written English to deal with most official communications (such as bills)

9 I'm mostly able to live independently. I just need occasional support
- You are able to live independently most of the time, but you may need someone to keep an eye out, just in case you need help with a difficulty

8 I'm addressing more difficult areas
- You are tackling things that you find more difficult – this may include budgeting, dealing with bills and advocating for yourself in health care or benefit settings
- You are doing the easier things without it feeling like such an effort

7 I'm learning new skills or using old ones
- You have a sense of making progress (e.g. you can cook meals independently or do washing-up without support)
- There are still a number of areas where you need help

6 I'm doing some things like cooking and shopping for myself
- You are beginning to take the initiative to learn the skills needed to become more independent, e.g. attending literacy or language classes, practicing cooking or getting support with cleaning, but support still needed to maintain this
- It isn't easy learning new skills – some things go well and some go wrong, so you need lots of encouragement to keep going

5 I want to be able to live independently – and I believe I can do it
- You want to be able to do things for yourself and be fully independent
- You have a sense of being prepared to put in the work that is needed

4 I'm getting help with living skills
- If you are living in your own accommodation – you are accepting help where needed and, as a result, your situation is improving – for instance things are cleaner and bills are being paid
- You would rather people did things for you than do them yourself – maybe you don't feel confident yourself
- If you are living in residential service, you are going along with activities aimed at improving living skills but the initiative comes from workers

3 I'm not able to live independently – and I want help with living skills
- You recognise you are not coping in certain areas and want help

2 I can't live independently but occasionally want to be able to
- As in 1 below, but sometimes you wonder whether you are coping and think about having help
- However, on the whole, you prefer to keep going as you are and so you are still turning help away

1 I can't live independently and am not doing anything about it
- You are not able to live independently at the moment but you are not aware of or won't discuss your lack of skill or inability to cope. This includes some or all of the following:
- You are not able to prepare meals
- You are not able to keep your accommodation clean
- You are not able to budget or deal with bills. If living independently, you may be in debt and may be at risk of taking out loans you can't repay
- You don't have sufficient language or literacy skills to understand or deal with bills and other important paperwork
- You have no understanding of your rights or ability to self-advocate
- If living without support – you are not able to keep safe within your accommodation (you may leave doors unlocked or let in people who are likely to do harm to you or your accommodation)
- If living without support, your hygiene may pose a threat to you and others
- If living in the community without support, you may be at risk of losing your accommodation

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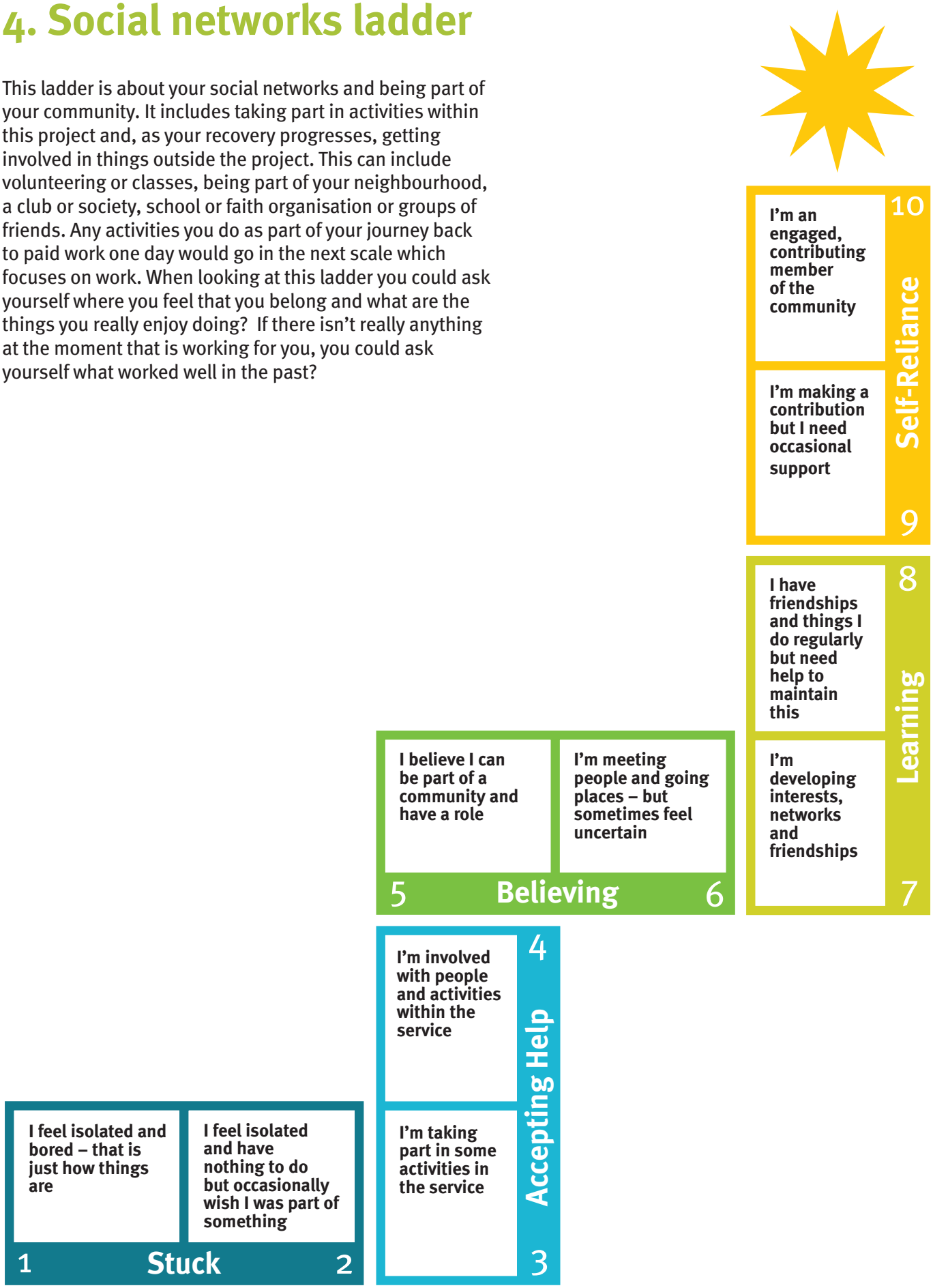
4. Social networks ladder

This ladder is about your social networks and being part of your community. It includes taking part in activities within this project and, as your recovery progresses, getting involved in things outside the project. This can include volunteering or classes, being part of your neighbourhood, a club or society, school or faith organisation or groups of friends. Any activities you do as part of your journey back to paid work one day would go in the next scale which focuses on work. When looking at this ladder you could ask yourself where you feel that you belong and what are the things you really enjoy doing? If there isn't really anything at the moment that is working for you, you could ask yourself what worked well in the past?


I'm an engaged, contributing member of the community
10
I'm making a contribution but I need occasional support
9
Self-Reliance
I have friendships and things I do regularly but need help to maintain this
8
I'm developing interests, networks and friendships
7
Learning
I believe I can be part of a community and have a role
I'm meeting people and going places – but sometimes feel uncertain
5
Believing
6
I'm involved with people and activities within the service
4
I'm taking part in some activities in the service
3
Accepting Help
I feel isolated and bored – that is just how things are
I feel isolated and have nothing to do but occasionally wish I was part of something
1
Stuck
2

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Social networks detail

10 I'm an engaged, contributing member of the community
- You are an active member of one or more communities or groups – could be neighbourhood, interest groups or societies, faith groups or informal friendships – and you no longer need services from a specialist mental health organisation to maintain this

9 I'm making a contribution but I need occasional support
- You feel part of the community
- You have established activities and interests with others – you just need occasional support from a specialist mental health organisation in case of difficulties

8 I have friendships and things I do regularly but need help to maintain this
- You have fairly developed interests, networks and friendships. You are increasingly part of one or more communities and have a sense of belonging
- Your social and/or language skills are good enough to deal with most situations and networks you want to be in but you still need support to maintain networks

7 I'm developing interests, networks and friendships
- You are spending more time engaged in activities outside the service – certainly a significant number of hours each week e.g. doing courses, volunteering, taking part in a club or social network or faith group: any social activity that is not directly geared to paid work
- You are building a social network and/or friendships
- You are enjoying activities and/or being appreciated which gives you confidence to keep going

6 I'm meeting people and going places – but sometimes feel uncertain
- You are in the "feel the fear and do it anyway" stage, beginning new or re-establishing old involvement with activities or groups outside the service
- You are more sure of your likes and dislikes, and what you want and don't want from networks
- You are actively addressing social skills, language skills or anger management (if this is an issue)
- It's not easy starting new things so you may feel vulnerable and need lots of support. This is an interesting but difficult place to be

5 I believe I can be part of a community and have a role
- You are keen to engage in social networks outside the project but you are probably not clear exactly what form this should take or how to make it happen
- You are getting a sense of what you are interested in and are actively involved in looking at options for networks outside the service, maybe alongside involvement with activities in the service
- This is likely to feel challenging and your self-belief may waver

4 I'm involved with people and activities within the service
- You are engaging fully with workers and probably also peers in a mental health service context but you have little or no involvement in the wider community
- You are starting to think about who and what interests you but don't really know at this stage
- You are willing to discuss anger management, language or other social skills if they are an issue

3 I'm taking part in some activities in the service
- You are getting involved with some activities in a mental health project
- You are engaging a bit with one or a few trusted workers or peers
- You are mostly going along with things other people suggest – you don't really know what interests you or have goals of your own

2 I feel isolated and have nothing to do but occasionally wish I was part of something
- As in 1 below, but every now and then you wish it could be different

1 I feel isolated and bored – that is just how things are
- You are likely to spend most of the day in bed or in unhelpful or harmful activities
- You are not engaged with services or the community at all
- You don't see how it could be different or don't feel able to talk about it so it's hard for things to change
- You may have limited social or English language skills, be very shy or have difficulties with managing anger

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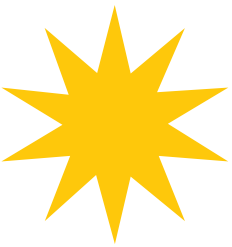
5. Work ladder

This ladder is about you and work – whether you want to work, knowing what it is you would like to do, having the skills and qualifications to get the work you want and finding and keeping a job. For some people, paid work may not be appropriate but volunteering or other work-like activity may be a goal, in which case, point seven would effectively be the top of the scale. When looking at this ladder, you might want to ask what skills and qualifications do you have that might help you get a job? If you have worked in the past, do you hope to return to your previous work and, if not, what might you like to do instead? If you are a full-time, unpaid carer for young children or a disabled or elderly adult, you should count this as your work and you will be at point six or above. However, should you wish to look for paid work, please choose a score that relates to where you are in your journey into paid work.



Self-Reliance

10 I'm working and can manage that well without mental health services

9 I'm working and know how to use mental health services well if and when needed

Learning

8 I'm looking for work – and developing more skills or I'm in a job and getting better at dealing with difficulties

7 I'm (re) building skills or qualifications or I'm in a job and benefiting from support

Believing

5 I believe that it is possible for me to have a job

6 I'm actively exploring my options or I'm in a job but experiencing difficulties

Accepting Help

4 I'm doing something with my time

3 I can't realistically see a working future but I need to do something

Stuck

1 I'm not working. I don't believe I ever will be

2 I'm not working. I don't believe I ever will but sometimes wish I could

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Work detail

10 I'm working and can manage that well without mental health services
- You are in paid work or you are a full-time carer and you no longer need a specialist mental health service for support in this area

9 I'm working and know how to use mental health services well if and when needed
- You are in paid work or you are a full-time carer but need some on-going support from mental health service in case of difficulties

8 I'm looking for work – and developing more skills or I'm in a job and getting better at dealing with difficulties
- You are actively engaged in seeking work, maybe alongside training, volunteering or work-like activity
- You may need considerable support as you may have rejections to deal with as you apply for jobs and get turned down
- You are already in work or you are a full-time carer and your ability to deal with difficulties at work is increasing

7 I'm (re) building skills or qualifications or I'm in a job and benefiting from support
- You are likely to be involved in training, volunteering or other activity towards work for a significant number of hours each week
- If you are not going back to your previous work, you are getting clearer about the kind of work you want to do
- You may be engaged in work-like activity at this point as a long-term option (so not intending to move beyond this point)
- Or you are already in work or you are a full-time carer and are starting to benefit from support to deal with difficulties at work or in your caring role

6 I'm actively exploring my options or I'm in a job but experiencing difficulties
- You are looking at some form of training or volunteering out of the service
- You may feel vulnerable doing things outside the service and need a lot of support
- You may be thinking about what work you would like in the future
- Or you could be in paid work or a full-time carer but not coping or feeling dissatisfied with the type of work and in need of lots of support

5 I believe that it is possible for me to have a job
- You see a working future as a realistic possibility
- You may lose belief at times but overall you have hope and motivation to get into work
- You are probably not clear how to proceed or what kind of work you want
- You may be looking into courses to address language or literacy (if either of these is an issue)

4 I'm doing something with my time
- You are taking part in some activities that are loosely to do with future employability, usually in a sheltered environment, such as day centre groups to build social skills
- This could include building skills such as IT, language, literacy or other, work-related skills, but it is mostly what other people have suggested to you rather than things you have chosen

3 I can't realistically see a working future but I need to do something
- You want to start using time in a focused way and you are open to talking about this
- Every now and then you imagine yourself in work but you can't really believe it could happen

2 I'm not working. I don't believe I ever will but sometimes wish I could
- As in 1 below, but every now and then you wonder if things could be different
- You have no sense of any alternative and still don't want to talk about it

1 I'm not working. I don't believe I ever will be
- You are not even thinking about work – it is not something that you would consider for yourself and this is not something you want to discuss
- You are likely to spend most of the day in bed or in unproductive or harmful activities

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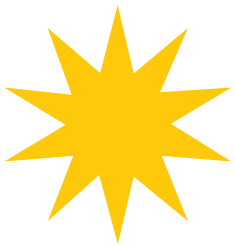
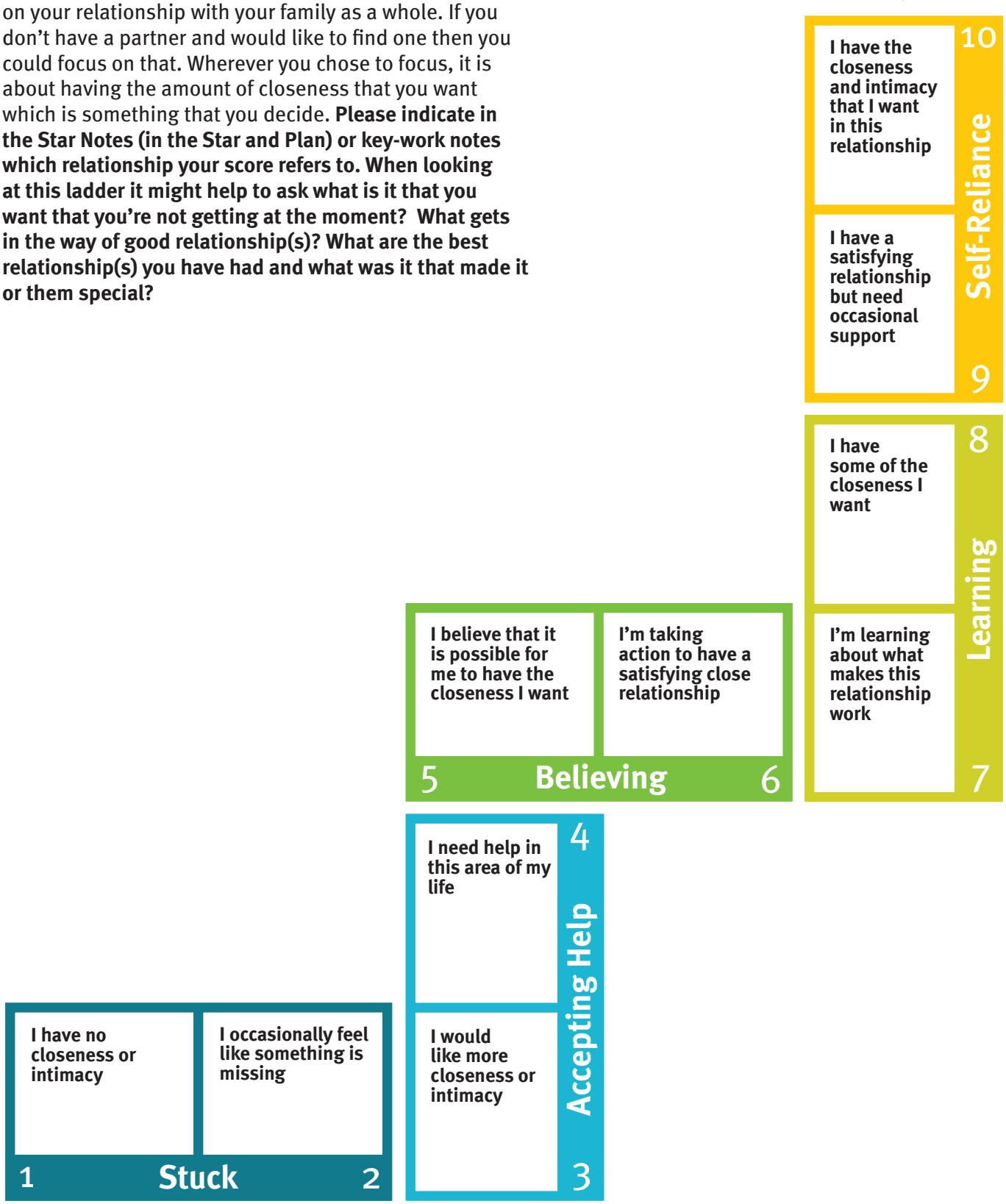
6. Relationships ladder

This ladder is about the important relationships in your life. You can choose one relationship where you would like things to be different (within your family or outside it) and complete the star for that, or you could focus on your relationship with your family as a whole. If you don't have a partner and would like to find one then you could focus on that. Wherever you chose to focus, it is about having the amount of closeness that you want which is something that you decide. **Please indicate in the Star Notes (in the Star and Plan) or key-work notes which relationship your score refers to. When looking at this ladder it might help to ask what is it that you want that you're not getting at the moment? What gets in the way of good relationship(s)? What are the best relationship(s) you have had and what was it that made it or them special?**




10
I have the closeness and intimacy that I want in this relationship
I have a satisfying relationship but need occasional support
9
Self-Reliance
8
I have some of the closeness I want
I'm learning about what makes this relationship work
7
Learning
I believe that it is possible for me to have the closeness I want
I'm taking action to have a satisfying close relationship
5
Believing
6
I need help in this area of my life
4
I would like more closeness or intimacy
3
Accepting Help
I have no closeness or intimacy
I occasionally feel like something is missing
1
Stuck
2

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Relationships detail

10 I have the closeness and intimacy that I want in this relationship

- Your new relationship is strengthening or your existing relationship is giving you more of what you want or you are feeling better for being out of a relationship that you decided to end – maybe your risk-taking and learning is paying dividends
- You know what you want and need in relationships, you know how to express your needs and respond to others and have a good sense of what is appropriate to ask and to give
- You no longer need support from a specialist mental health organisation and are doing well independently

9 I have a satisfying relationship but need occasional support

- As 10, but you occasionally need support in crisis

8 I have some of the closeness I want

- You are still experimenting and learning how to make an existing relationship work with one person or your family but you are getting more of what you want
- Or you have ended a relationship that wasn't working and are starting to build a new support system and get a sense of self outside of that relationship
- Or you are building a new relationship but it still feels very new
- You still need quite a lot of support at this stage

7 I'm learning about what makes this relationship work

- You are learning what works when initiating a new relationship or how to make an existing relationship with partner or family or close friend more satisfying
- You are learning about your own priorities in this relationship, how to ask for things, how to say no, taking small risks and building trust
- You need lots of support when things go wrong in your relationship, or in ending a relationship that isn't working, or coping with rejection if attempts to start a new relationship are unsuccessful

6 I'm taking action to have a satisfying close relationship

- You are doing new things and taking risks – either by meeting new people or by doing things differently in your current relationship and 'rocking the boat'
- You need lots of support in both cases because you are entering uncharted territory
- If you are in an intimate relationship that isn't working, you may be questioning if this is the right relationship

5 I believe that it is possible for me to have the closeness I want

- You are exploring what you would like in this relationship. What are your hopes and needs, and what would a satisfying relationship be like?
- You are thinking about how you might need to change to make your relationship work or meet someone and are thinking about your own issues such as anger management, assertiveness or other relationship skills

4 I need help in this area of my life

- You are talking about what isn't working
- You will go along with help if offered (e.g. to make contact with someone or to meet a possible partner) but don't feel able to take the initiative

3 I would like more closeness or intimacy

- You recognise that this relationship isn't working, but you have no idea of how to change it
- Or you recognise that you want a relationship but have no idea of how to start
- You are probably thinking about needing to meet the right person or other people needing to change rather than things you can do to make relationships work better

2 I occasionally feel like something is missing

- As 1 below, but you have occasional glimpses of wanting things to be other than they are

1 I have no closeness or intimacy

- You are not in touch with your need for closeness so probably don't want to talk about this area of life – you may feel there isn't a relationship to work on
- You may have no relationship and want to develop one, or you may be in an unhappy relationship with a partner, close friend or family as a whole but this isn't something you want to explore
- You have no clear sense of what a satisfying relationship would be like
- You have no sense of what is appropriate to expect from another, or to ask of another or be demanded by another, and you may find it hard to deal with your own anger or to make your needs heard

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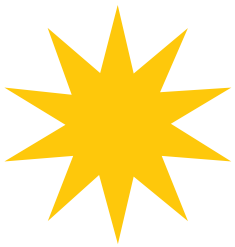
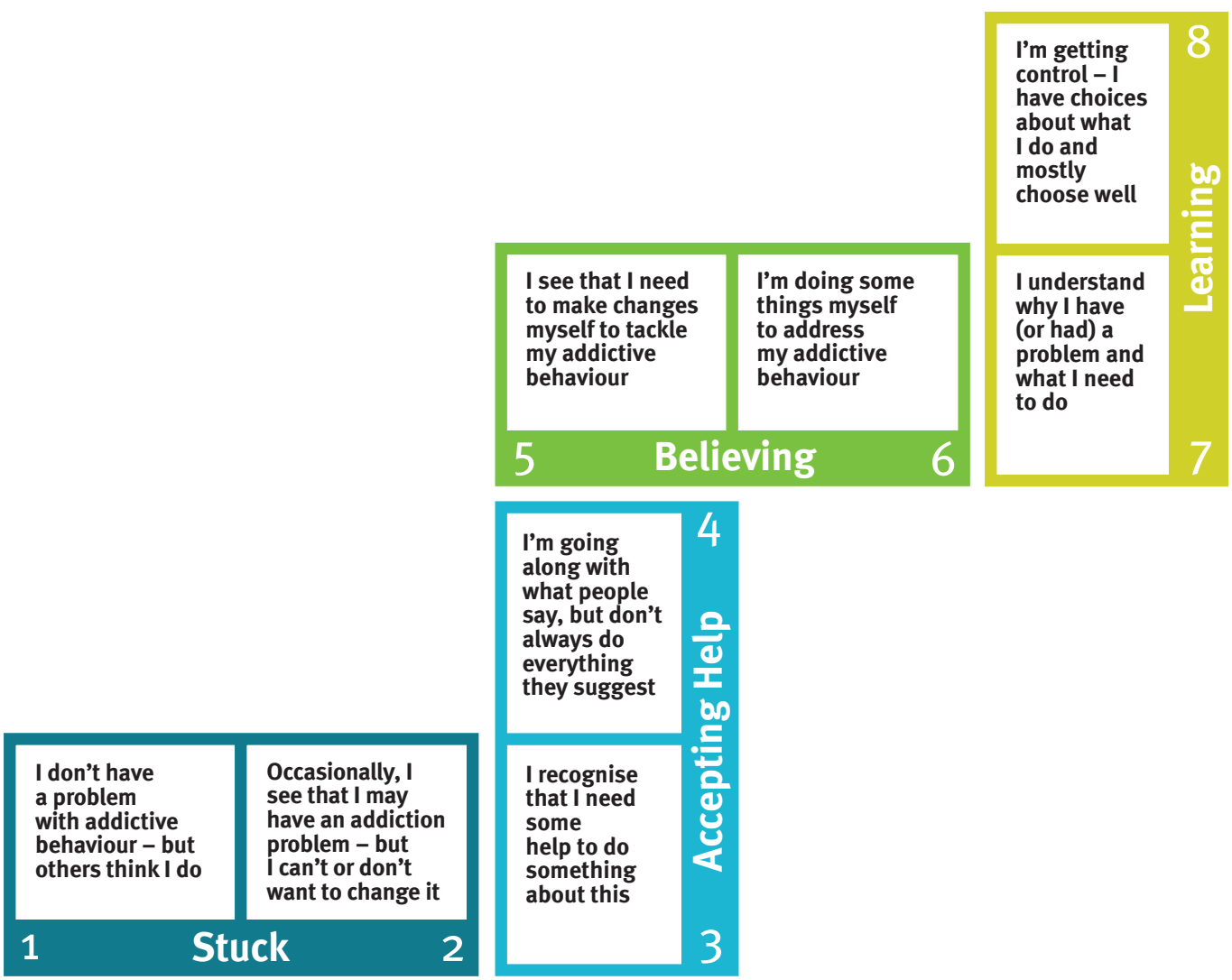
7. Addictive behaviour ladder

This ladder is about any addictive behaviour you may have, such as drug or alcohol use, gambling or issues with food or shopping. It is about how aware you are of any problems you have in this area and whether you are working to reduce the harm they may cause you or others. Compulsive behaviour such as hand-washing or self-harm is not covered by this ladder – this is part of the mental health scale. When looking at this ladder, it might help to ask whether you have ever had a problem with addictive behaviours? If yes, then where are you with this problem now? What is the impact of the addictive behaviour on you and others? When is it at its worst and why? **If you do not have a problem with addictive behaviour, you do not need to discuss this area. Your keyworker will give you a 10 to indicate that this area doesn't apply to you.**




I don't have a problem with addictive behaviour and don't need support in this area
10
I'm enjoying a lifestyle without addictive behaviour
9
Self-Reliance
I'm getting control – I have choices about what I do and mostly choose well
8
I understand why I have (or had) a problem and what I need to do
7
Learning
I see that I need to make changes myself to tackle my addictive behaviour
I'm doing some things myself to address my addictive behaviour
5
Believing
6
I'm going along with what people say, but don't always do everything they suggest
4
I recognise that I need some help to do something about this
3
Accepting Help
I don't have a problem with addictive behaviour – but others think I do
Occasionally, I see that I may have an addiction problem – but I can't or don't want to change it
1
Stuck
2

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Addictive behaviour detail

10 I don't have a problem with addictive behaviour and don't need support in this area
- Either addictive behaviour has never been a problem for you or you are managing well and don't need support in this area from specialist mental health or addiction organisations

9 I'm enjoying a lifestyle without addictive behaviour
- Your addictive behaviour is under control and not at a level which is harmful to you or others. Any alcohol or gambling is under control, and there are no issues with the use of illegal drugs
- You don't need support regularly but find it good to know it is there in case of difficulties

8 I'm getting control – I have choices about what I do and mostly choose well
- You have found new ways to deal with situations that used to lead to addictive behaviour and you mostly choose those alternatives
- You are feeling a sense of control and self-confidence

7 I understand why I have (or had) a problem and what I need to do
- Your addictive behaviour is reducing to a point where you can mostly feel well and happy
- You may have lapses but these are less frequent or severe and you learn from them
- You have a growing understanding of what triggers your addictive behaviour
- You have a growing faith and motivation in your ability to live life free from addiction

6 I'm doing some things myself to address my addictive behaviour
- You are looking at ways of coping with difficulties without using addictive behaviour and getting help from services with this
- You may be reducing the level of your addictive behaviour if this is high or abstaining for periods
- Your addictive behaviour is still having an impact on your life but not so severely

5 I see that I need to make changes myself to tackle my addictive behaviour
- You are committing to change and resolving to take initiative in this area
- You don't want to just rely on others to tackle this. You want to take the initiative too because you really want to sort it out

4 I'm going along with what people say, but don't always do everything they suggest
- You are taking action on addictive behaviour but need others to take the initiative
- You agree to make changes but then your commitment wavers so you end up not following through unless someone else makes it happen

3 I recognise that I need some help to do something about this
- You are fed up with the negative consequences of addiction
- You want change but may not believe that it is possible – you need others to help keep up your motivation and hold the belief that you can deal with the addiction

2 Occasionally, I see that I may have an addiction problem – but I can't or don't want to change it
- As in 1 below, but you occasionally feel that there is a problem here

1 I don't have a problem with addictive behaviour – but others think I do
- You don't want to discuss with others what they call your 'addictive behaviour' (gambling, alcohol, drugs for example) and you may react defensively or with anger if pushed
- Your addictive behaviour is probably causing harm to you and maybe others, but you don't recognise this or can't face it
- Your life may be organised around addictive behaviour

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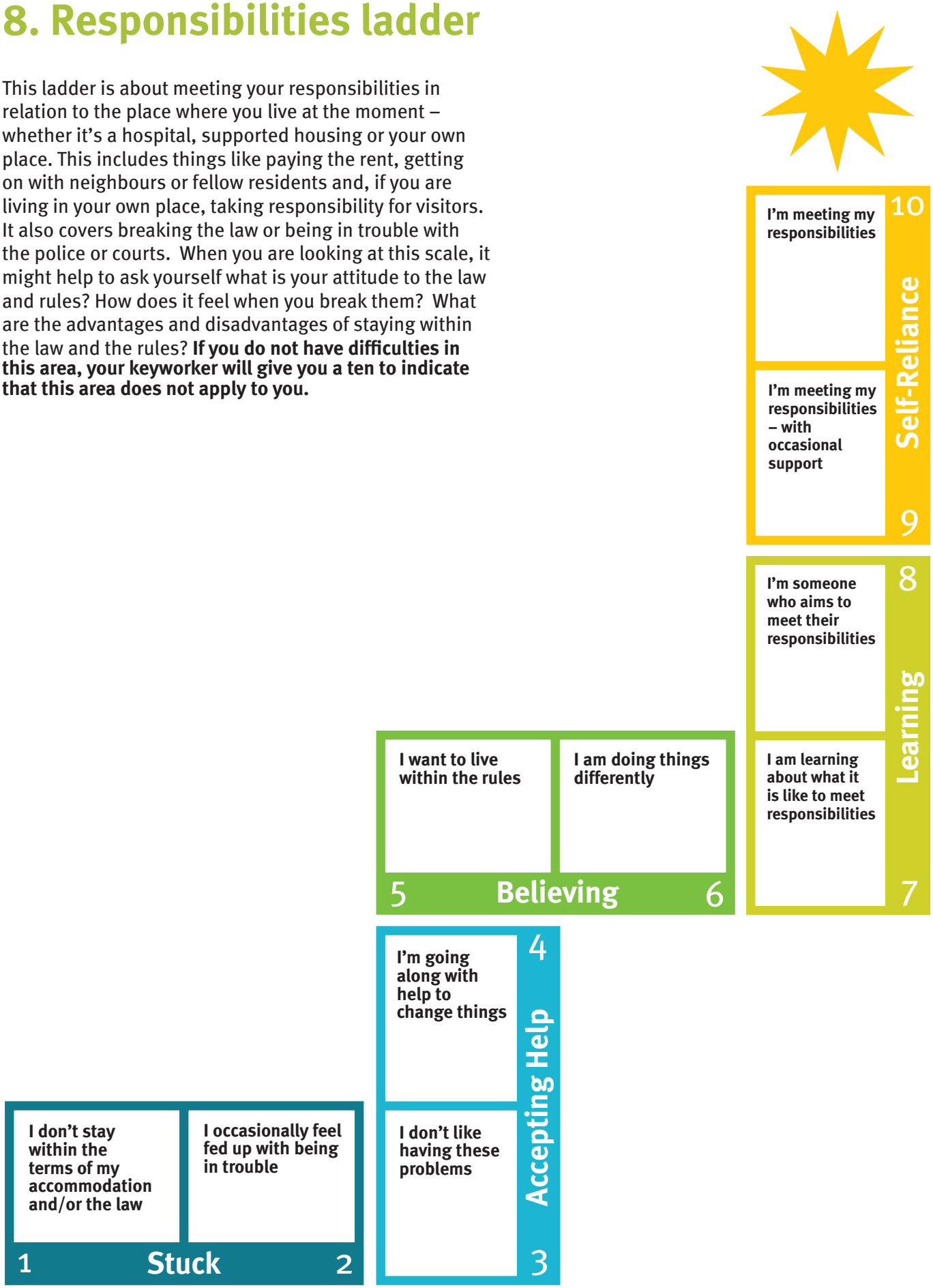
8. Responsibilities ladder

This ladder is about meeting your responsibilities in relation to the place where you live at the moment – whether it's a hospital, supported housing or your own place. This includes things like paying the rent, getting on with neighbours or fellow residents and, if you are living in your own place, taking responsibility for visitors. It also covers breaking the law or being in trouble with the police or courts. When you are looking at this scale, it might help to ask yourself what is your attitude to the law and rules? How does it feel when you break them? What are the advantages and disadvantages of staying within the law and the rules? **If you do not have difficulties in this area, your keyworker will give you a ten to indicate that this area does not apply to you.**



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Responsibilities detail

10 I'm meeting my responsibilities
- You are able to live within the terms of your accommodation and the law without help

9 I'm meeting my responsibilities – with occasional support
- You haven't broken rules or the law for some time
- You may find that some situations are still difficult for you, so still need occasional support

8 I'm someone who aims to meet their responsibilities
- You are abiding by the terms of your accommodation and the law most of the time
- You may have a new identity forming as a rule-abiding person
- You may slip back sometimes, so still need support

7 I'm learning about what it is like to meet responsibilities
- You are recognising the gains of doing things differently, for example, it feels better not to be at risk of eviction or in trouble with the police or courts
- You have increasing awareness of the impact of your behaviour on yourself and others
- Both these things support your motivation and resolve to continue

6 I'm doing things differently
- You are exploring why difficulties arise and what support you will need to change
- You comply with the terms of your accommodation (or court) and/or stay within the law more than before, but you still have difficulties in this area

5 I want to live within the rules
- You recognise that not living by the rules is harming you and/or others and you can do something to change it
- You genuinely resolve to make changes though this may not yet translate into action
- You recognise that rights and responsibilities go hand-in-hand

4 I'm going along with help to change things
- You are doing things initiated by others to tackle problems in this area but don't always manage to follow through
- You are still dependent on others to provide initiative for change

3 I don't like having these problems
- If you have issues relating to accommodation – you recognise the risk of eviction and agree to accept help to address the problems (e.g. get a claim running to pay rent, set up a debt repayment plan or deal with unwanted and disruptive visitors)
- If you are breaking the law then you will talk about it but not necessarily change your behaviour at this stage
- You are receiving support to understand/translate important documents (if language and/or literacy is an issue)

2 I occasionally feel fed up with being in trouble
- As in 1 below, but you occasionally see that there are problems in this area
- This is very short-lived and you still refuse to discuss the problems fully

1 I don't stay within the terms of my accommodation and/or the law
- You are living in hospital or a hostel and not complying with the rules and not willing to talk about it
- Or you are living in your own flat and are refusing access and/or at risk of eviction (e.g. due to non-payment of rent or complaints from neighbours)
- Or you have issues with the law, for example you have committed a crime (such as theft) or failed to keep to the terms of a court order, but you won't discuss this
- Or you are unable to meet legal or accommodation-related responsibilities due to language or other literacy issues and you are unwilling to discuss this or accept support

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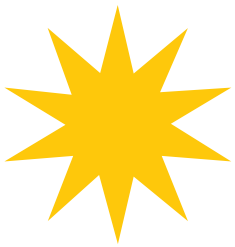
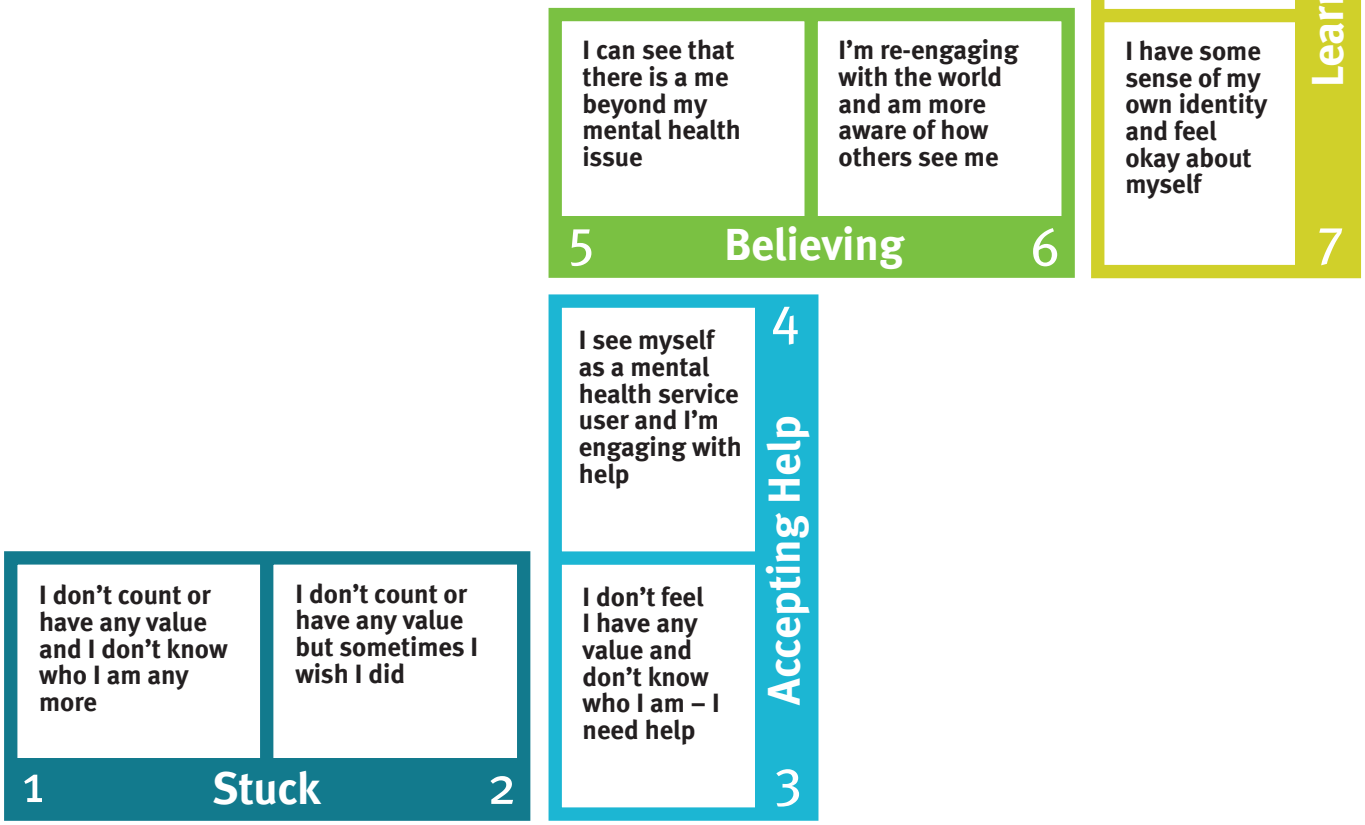
9. Identity and self-esteem ladder

This ladder is about how you feel about yourself and how you define who you are. It is about getting to the point where you have a sense of your own identity – your likes and dislikes, what you're good at and your weaknesses, accepting and liking who you are, and, if relevant to you, your cultural, religious or spiritual identity. When looking at this scale it might help to ask yourself what are you good at? What do you value in yourself? And how would you introduce yourself to someone new?




I feel at ease with who I am
10
I mostly feel positive about myself but need some support in difficult times
9
Self-Reliance
I have a sense of identity and of who I am in the world
8
I have some sense of my own identity and feel okay about myself
7
Learning
I can see that there is a me beyond my mental health issue
I'm re-engaging with the world and am more aware of how others see me
5
Believing
6
I see myself as a mental health service user and I'm engaging with help
4
I don't feel I have any value and don't know who I am – I need help
3
Accepting Help
I don't count or have any value and I don't know who I am any more
I don't count or have any value but sometimes I wish I did
1
Stuck
2

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Identity and self-esteem detail

10 I feel at ease with who I am
- You are comfortable with your sense of self and have reasonable self-esteem most of the time
- You may feel a stronger sense of identity than before your illness and may see yourself as a better/wiser person than before the mental health issue

9 I mostly feel positive about myself but need some support in difficult times
- You are mostly fine in this area but will need support from mental health services in difficult times

8 I have a sense of identity and of who I am in the world
- You may have integrated having or having had a mental health issue into your identity but you are not defined by it
- Mostly you are not thrown off course by what others think or say about you, though you still need to build your self-esteem and resilience
- You are increasing your participation in the world and this is strengthening your sense of identity

7 I have some sense of my own identity and feel okay about myself
- Your confidence in your ability to achieve certain goals is growing and maybe also your innate self-worth as a human being
- You are getting a sense of strengths and weaknesses, your likes and dislikes which contributes to your emerging sense of identity
- You are getting positive affirmation from others for progress made and this helps to reinforce steps forward
- You may be developing or regaining a sense of cultural, religious or spiritual identity, if applicable

6 I'm re-engaging with the world and am more aware of how others see me
- You are moving out more into the world, setting personal goals and working towards them. This can be both scary and motivating – it involves taking risks and moving out of your comfort zone
- This can be a difficult time as you have to deal with the perceptions of others (real and imagined) before having a robust sense of self
- Your self-esteem can take another dip when comparing yourself with others and with your vision of who you want to be, so you need lots of support at this stage

5 I can see that there is a me beyond my mental health issue
- Your self-esteem is fluctuating but you believe in your ability to move forward
- You have a sense of self which is beyond the mental health issue
- This may not be the same sense of self that you had before the mental health issue and you may not have a clear sense of your identity now

4 I see myself as a mental health service user and I'm engaging with help
- You are building your self-esteem within the mental health project, though you have little or no confidence outside the service or with unknown individuals, and may still feel shame around mental health issues when outside the project
- You achieve small goals but benefit to your self-esteem tends to be small and short-lived – possibly because you are very self-critical
- You may get stuck here because of adopting the label of mental health service user and not seeking any other identity – or you may reject the label of mental health service user and move quickly either forward or backwards

3 I don't feel I have any value and don't know who I am – I need help
- Your self confidence may be at an all-time low due to being more conscious of yourself and your lack of identity and aware of feelings of shame around mental health issues
- You have a real sense of identity crisis

2 I don't count or have any value but I sometimes I wish I did
- As in 1 below, but occasionally you feel aware that there is a problem here. However, you don't really want to think about it or talk about it at the moment

1 I don't count or have any value and I don't know who I am any more
- You have a very low self-esteem. You are totally lacking in confidence to engage with anyone, though you may appear confident if you are in a manic phase or have lost contact with reality in some way
- You may have no sense of identity or your identity may be distorted as a result of your mental health issue. This may be distressing for you or you may not be aware of it at present due to your mental health difficulties

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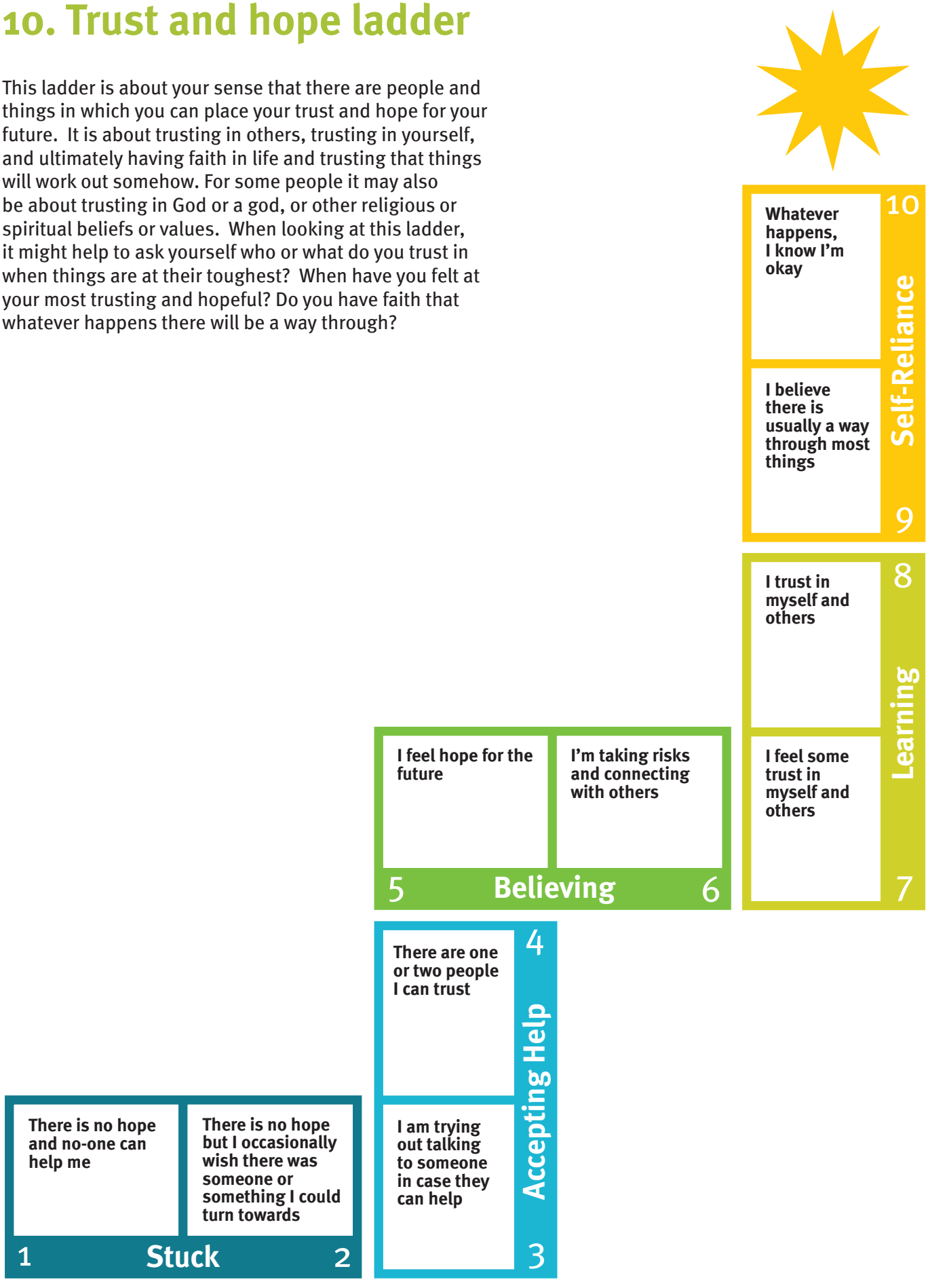
10. Trust and hope ladder

This ladder is about your sense that there are people and things in which you can place your trust and hope for your future. It is about trusting in others, trusting in yourself, and ultimately having faith in life and trusting that things will work out somehow. For some people it may also be about trusting in God or a god, or other religious or spiritual beliefs or values. When looking at this ladder, it might help to ask yourself who or what do you trust in when things are at their toughest? When have you felt at your most trusting and hopeful? Do you have faith that whatever happens there will be a way through?


Whatever happens, I know I'm okay
10
I believe there is usually a way through most things
Self-Reliance
9
I trust in myself and others
8
I feel some trust in myself and others
Learning
7
I feel hope for the future
I'm taking risks and connecting with others
5
Believing
6
There are one or two people I can trust
4
I am trying out talking to someone in case they can help
Accepting Help
3
There is no hope and no-one can help me
There is no hope but I occasionally wish there was someone or something I could turn towards
1
Stuck
2

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Trust and hope detail

10 Whatever happens, I know I'm okay
- You have an increasing sense that, no matter what happens, there is a solution and, as a result, you are more resilient in the face of difficulties, though sometimes you still need someone to call when things go wrong
- You have a growing sense of faith in life and, if you have a spiritual faith, then a sense that God (or your faith) provides an unshakable support through life's ups and downs
- You may be thinking about how you can "give back" and help others
- You may sense that you have grown as a person through your experience of mental health issues
- You no longer need specialist mental health service support to maintain the gains you have made

9 I believe there is usually a way through most things
- As 10, but you occasionally need support from a specialist mental health service when things are tough

8 I trust in myself and others
- You feel a strong connection to others which helps a lot in building your sense of self and recognising shared experience
- Having got through various setbacks, you mostly trust your own abilities and that others will be there to help you
- You still have some fear of what lies ahead – of what life might throw at you

7 I feel some trust in myself and others
- You feel some connection to others which helps to build your sense of self and recognition of shared experience
- Your connection with others who have been through or are going through recovery may be important to you
- If you have or are developing a religious or spiritual faith, there is a sense of moving from reaching out to being supported by that faith

6 I'm taking risks and connecting with others
- You are engaging with people who are trustworthy so you are less isolated and you are mostly not trusting inappropriately
- You may question or challenge the people who are giving you support
- You waver between belief and doubt so still need lots of support to feel safe

5 I feel hope for the future
- You have a sense that life could change, and that it could be meaningful and rewarding again
- You have some sense of self-belief – "I count and I can affect how my life is"
- This could be sparked by the support of another person or by inner re-awakening (which could be experienced as connected with your faith or simply an inner change)
- You are still very dependent on one or two others

4 There are one or two people I can trust
- You feel that you can trust one or two people whom you have opened up to
- You sense that others can help, but you have no trust in your own abilities and you may be very self-critical
- You probably feel very dependent on these one or two people as this is your only connection and you still don't trust in yourself

3 I am trying out talking to someone in case they can help
- You have a glimmer of hope that things could be different, that something or someone could help you
- You are taking a risk in opening a little to someone (probably a mental health professional but if you have a faith then it could also be a faith leader)
- If you had or have a faith then you may be turning more than usual to prayer, or other practice but from a position of fear and it does not seem to be helping

2 There is no hope but I occasionally wish there was someone or something I could turn towards
- As in 1 below, but you occasionally want some connection or wish for hope
- You may have snatches of conversation about your situation but quickly withdraw

1 There is no hope and no-one can help me
- You may feel confused, despairing or angry – you feel there is no hope that things could ever be different
- You have no internal anchor and you may be very self-critical
- You can't make a connection with anyone
- If have you a faith you are not practising it at the moment, or you may feel that it or God has let you down or it is not helping you have a sense of trust or hope

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Using the Recovery Star

All workers should have training before completing the Recovery Star with service users. In particular, it is essential that anyone using the tool is clear about the Ladder of Change and has a chance to familiarise themselves with the Star and practice using it. To facilitate this, the Mental Health Providers Forum (MHPF) provides training in the Recovery Star.

Using the Recovery Star will become quicker and easier with practice. This is particularly true in relation to familiarity with the Ladder of Change and people's confidence in introducing the tool, which will in turn have an effect on how service users respond to it. We recommend the following to build on initial training and ensure that workers are confident using the tool:

- The Recovery Star is used regularly in team meetings, with groups of people completing the Recovery Star together for service users they know. This helps identify where workers are confused about how to apply the ladders or are making different interpretations. Learning can be further reinforced by the display of Recovery Star posters and cards on office walls and communal areas used by service users
- Completed Recovery Star Charts for service users are a regular and integral part of supervision between front-line workers and their managers
- Data arising from the Recovery Star IT system should be regularly analysed to generate discussion on what is working well and what can be improved for service users

Recovery Star training

There are a number of approaches you can take to equipping your staff to use the Recovery Star:

1. Managers attend external training and then use the one-day course and materials to train their staff internally
2. An organisation buys in training for all staff to be delivered in-house by a recognised Recovery Star trainer

For information on the latest training courses run by Mental Health Providers Forum and costs for in-house training visit www.mhpf.org.uk.

Visual resources

The Mental Health Recovery Star visual resources are a set of communication aids to support use of the Recovery Star across any number of key-work settings. The illustrations were produced as part of the 'Recovery Star and Cultural Competency' project funded by the Delivering Race Equality in Mental Health programme – for further information on the project and to download the report visit www.mphf.org.uk.

The illustrations facilitate use of the model where there may be language barriers. At the same time, they provide an additional means for clients to access and engage with the Recovery Star tool in general – supporting understanding of the five stages and ten dimensions:

- The Recovery Star: Ladder of Change visual resources

  A poster and a set of 5 postcards illustrating the Ladder of Change – the framework for describing and supporting the mental health recovery journey

- The Recovery Star: 10 Dimensions of the Star visual resources

  A poster and a set of 10 postcards illustrating the 10 Dimensions of the Recovery Star – the 10 areas that provide an overview of the aspects of life where support to achieve positive change will contribute to the individual's sense of well-being and mental health recovery

For information on Recovery Star visual resources produced by the Mental Health Providers Forum and costs visit www.mphf.org.uk

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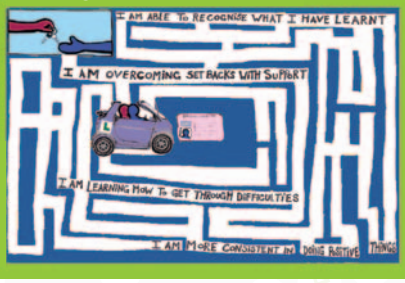
Mental Health Recovery Star

'The Ladder of Change'

Self reliance

Learning


I AM ABLE TO RECOGNISE WHAT I HAVE LEARNT
I AM OVERCOMING SETBACKS WITH SUPPORT
I AM LEARNING HOW TO GET THROUGH DIFFICULTIES
I AM MORE CONSISTENT IN DOING POSITIVE THINGS

Believing

Its up to me as well.
I am willing to try new ways of doing things.
I believe things could be different.
I know what I want.
You can do it!

Accepting help

Let me Help you!
Well... ok
I AM WILLING TO ENGAGE WITH SUPPORT
CHANGE IS IMPOSSIBLE WITHOUT HELP
I DON'T LIKE THINGS THE WAY THEY ARE
I ACCEPT I HAVE A PROBLEM

Stuck

Self-Reliance 10
I can manage without help from the project
9

Learning 8
I'm learning how to do this
7

Believing
I can make a difference. It's up to me as well
5 6

Accepting Help 4
I want someone else to sort things out
3

Stuck
Leave me alone
1 2

Illustrations by K. E. Flores

MENTAL HEALTH PROVIDERS FORUM

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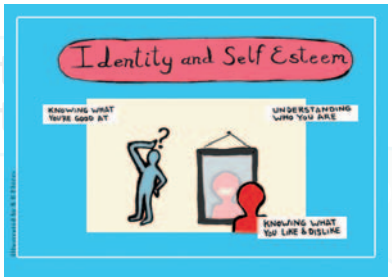
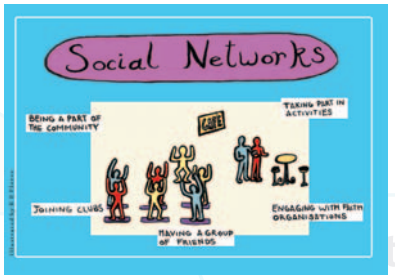
Mental Health Recovery Star

MENTAL HEALTH PROVIDERS FORUM

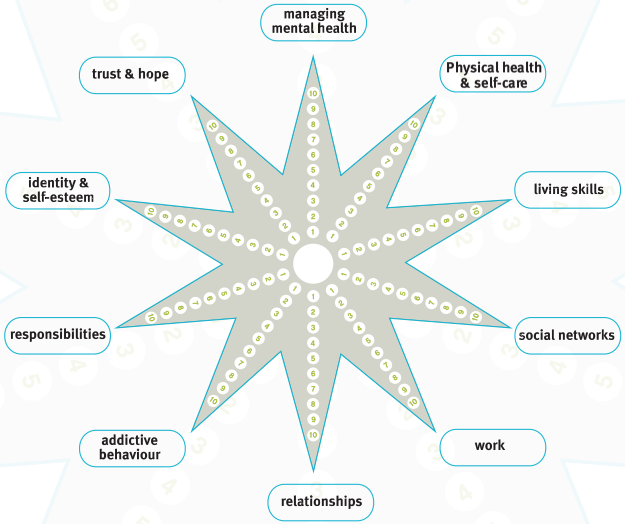
Trust and Hope
TRUSTING OF YOURSELF
HAVING HOPE FOR THE FUTURE
FEELING THERE ARE PEOPLE YOU CAN TRUST
HAVING FAITH THAT THINGS WILL WORK OUT OK





Addictive Behaviour
WORKING TO REDUCE HABIT
FEELING A SENSE OF CONTROL
AWARENESS OF ANY ISSUES
REDUCING OR STOPPING IF NECESSARY

Relationships
HAVING THE CLOSENESS YOU WANT
BEING CLOSER TO FAMILY
FINDING A PARTNER IF WANTED
KNOWING WHAT MAKES RELATIONSHIPS WORK



'The Ten Dimensions'

Illustrations by K. E. Flores

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Recovery Star Resources
Price list and Order Form

MENTAL HEALTH PROVIDERS FORUM

Item	Quantity	Member		Non Member	
		Per copy	COST	Per copy	COST
2nd Edition user Guide (inc 2 S&P)	1 - 9	£4.00		£7.00	
	10 - 49	£3.50		£5.00	
	50 - 99	£3.00		£4.50	
	100 - 499	£2.80		£4.00	
	500 - 999	£2.50		£3.50	
	1000	£2.00		£3.00	
Organisational Guide	1	£3.00		£6.00	
	10 - 49	£2.50		£3.50	
	50 -99	£2.00		£3.00	
	100 - 499	£1.80		£2.50	
	500 - 999	£1.50		£2.20	
	1000	£1.40		£2.00	
Star and Plan (sold in multiples of 10 only)		**Per 10 copies**		**Per 10 copies**	
	10	£3		£6.00	
	20 -100	£2.50		£5.00	
	110 - 200	£2.00		£4.00	
	210 - 500	£1.60		£3.20	
	510 - 1000	£1.20		£2.40	
Both Guides plus 10 S&P	1 each	£6.00		£12.00	
Recovery Star Posters (1 Ladder of Change and 1 Ten Dimensions poster per pack)		**Per pack of 2**		**Per pack of 2**	
	1	£3.00		£5.00	
	2 - 4	£2.50		£4.50	
	5 - 9	£2.40		£4.00	
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	50 - 99	£1.60		£2.40	
	100	£1.40		£2.00	
Recovery Star Postcards - 15 postcards in the set (one for each of 5 stages on the Ladder of Change and the Ten Dimensions)		**Per pack of 15 cards**		**Per pack of 15 cards**	
	1	£4.00		£6.00	
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	20 - 49	£2.20		£4.00	
	50- 99	£2.00		£3.50	
	100	£1.80		£3.00	
Full set - 2 Guides, 2 posters and 15 postcards	1	£10		£20	
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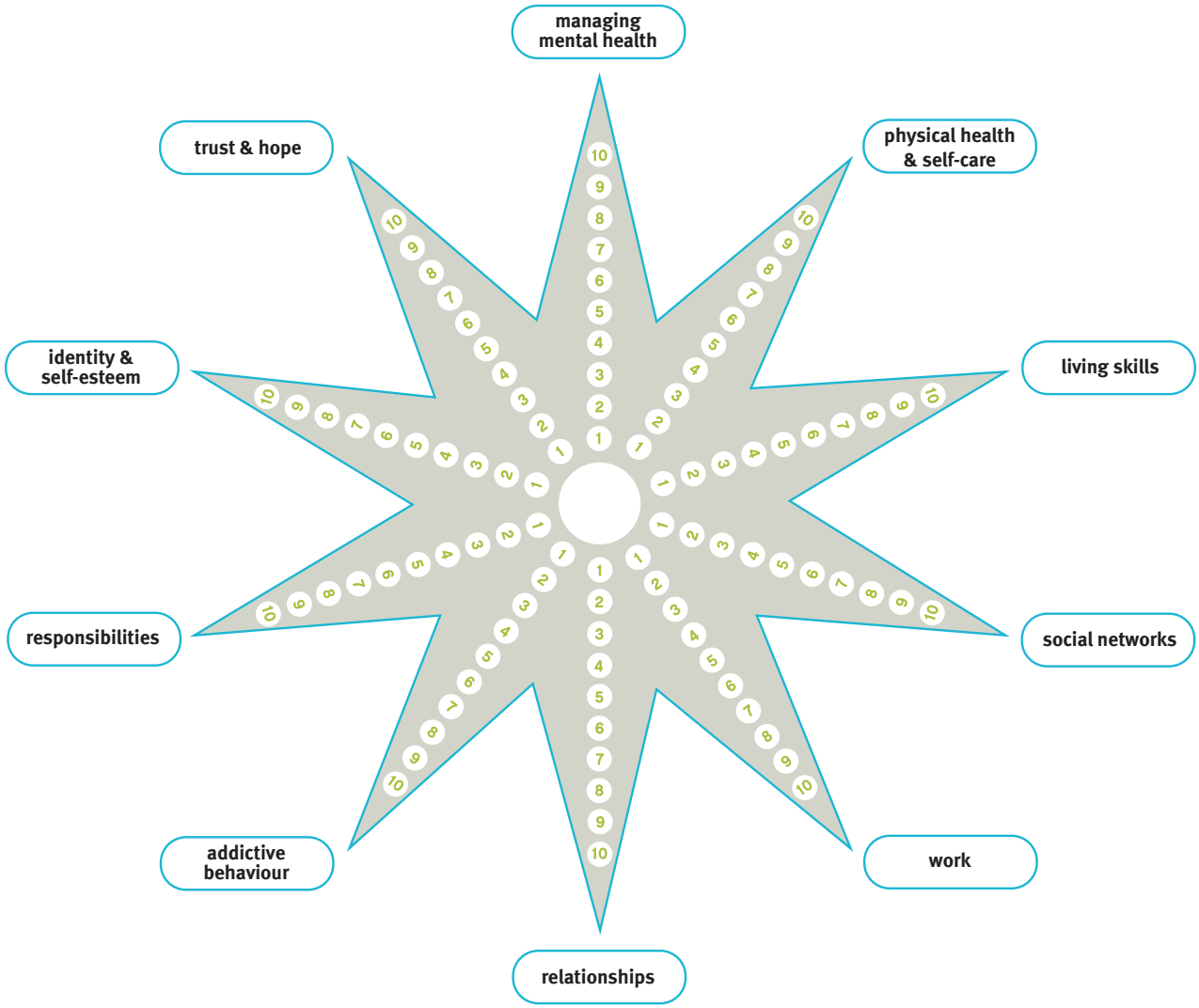
Mental Health Recovery Star



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An official version of

the outcomes star

Triangle Consulting

The Recovery Star is an official version of the Outcomes Star, a suite of tools developed by Triangle Consulting for measuring outcomes in social care. For more information see www.outcomesstar.org.uk.

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policy into practice
National Mental Health Development Unit

making space

sitra policy, training & consultancy for housing with care and support

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